
PRINTING PAPER USAGE PATTERNS OF STUDENTS, STAFF AND FACULTY MEMBERS OF TATA INSTITUTE OF SOCIAL SCIENCES, MUMBAI : A SURVEY

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ABSTRACT

Presents the findings of a survey on 'Printing Paper Usage Patterns of Students, Staff and Faculty Members of Tata Institute of Social Sciences (TISS), Mumbai'. The study was undertaken with an objective to know the printing paper usage patterns of the TISS community, Mumbai. The study also aimed to create awareness among the TISS community members about the better use of the paper which is considered as a precious resource. Discusses various suggestions and ideas obtained from the respondents to reduce the wastage and undue use of paper for printing purposes in the TISS campus. A survey method was adopted to carry out the study. To obtain the data at a faster rate, a web survey tool called SurveyMonkey.com was used. Concludes that non-acceptance of documents in digital form by educational institutes is the biggest contributing factor for an increased use of paper for printing in the educational campuses. The study discovered that availability of information resources in digital form have not in fact reduced the use of paper. The study also revealed that possession of good IT skills by the majority of TISS community has helped them in reducing the undue use of paper.

KEYWORDS: Paper Usage, Printing Patterns, Green Libraries, Paperless Society

Introduction

Paper holds a dominant place in the history of human communications. We mark each milestone in our life with birth certificates, marriage certificates, degree and diploma certificates etc. The paper products like the diaries, photographs and scrapbooks preserve

our collective memories for future generations. One can't imagine a place without paper. Paper is used everywhere: in schools, colleges, offices, homes etc. (Choices, 2013). Many times, the wastage of paper is much more than its usage. The reason for this wastage is simply our careless attitude towards this precious resource. The present study intends to understand printing paper usage patterns of academic community in general and the TISS community in particular.

Tata Institute of Social Sciences (TISS), Mumbai

TISS was established in 1936, as the 'Sir Dorabji Tata Graduate School of Social Work,' the first school of social work in India. In 1944, the school was renamed to its current name. It was recognized as a Deemed University in 1964 by the University Grants Commission (UGC) of India. TISS has earned recognition as an institution of repute from different Ministries of the Government of India, various State Governments, international agencies such as the United Nations, and the non-government sector, both national and international. This is due to the academic freedom leading to a positive work ethos and creativity in the Institute, strong linkages among education, research, field action and dissemination and the social commitment and responsiveness to varying social needs. TISS is the oldest institute in India for imparting graduate and post graduate programs and has expanded in terms of educational programs and infrastructure.

Need for the Study

Computers have increased our use of paper. In spite of having access to computers, laptops, palmtops, tablets etc, it is observed that, a majority of the people take printouts. But, in reality we can still do as much as possible on computer screen, taking printouts and copies only when it is truly necessary, because paper being a product of wood is considered as a precious resource.

Library being a place for the intellectuals to exchange thoughts and ideas can play a huge role in creating awareness about the better use of paper for printing purposes. Sir Dorabji Tata Memorial Library, TISS, Mumbai is the greatly used library in India. It operates and provides classic services to its patrons. The library has established a Cyber Library within its premises

and provides the best in class IT services to its patrons. A number of network printers are installed at various places in order to provide better printing service to the library users. It was observed that the library patrons are taking printouts frequently despite having 24X7 access to e-journals, e-databases and e-books. So, it was decided to conduct a survey to understand the printing paper usage patterns of TISS community and create awareness among them about the careful use of the paper.

Objectives of the Study

Following are the objectives set for the present study:-

- To understand the printing paper usage patterns of students, staff and faculty members of TISS, Mumbai.
- To create an awareness about the efficient use of paper for printing purposes.
- To generate opinions and suggestions to avoid the wastage and to reduce the usage of the paper.

Hypothesis

- Availability of documents in digital forms has not really reduced the usage of printouts.
- Non-acceptance of documents in digital form by educational institutes is the biggest contributing factors for increase in the number of print outs taking everyday.

Limitations of the Study

The study was limited only to the Tata Institute of Social Sciences, Mumbai, Maharashtra.

Methodology

The study adopted a survey method. To gather data at a faster rate, a free online survey tool called 'SurveyMonkey' was used. SurveyMonkey is an easy, flexible, fast and reliable tool to collect data online. It allows users to create surveys in minutes, collect data from e-mail, Facebook or websites. One can analyse the feedback or responses obtained from the respondents in real time. Using this online tool, a standard questionnaire was prepared to

collect responses from the TISS community about their paper usage patterns. The web link for the Questionnaire was sent to the group e-mail service provided at Tata Institute of Social Sciences. Users were requested to fill the questionnaire by following the web link provided in the e-mail.

Data Analysis and Interpretation

The data collected through the online survey method was coded and analyzed with the help of a spreadsheet programme called MS-Excel. The data was represented by using simple tables for better understanding.

Number of Responses Obtained

The survey tool adopted for the study allowed researcher to collect responses only from the 100 respondents. So we restricted the number of respondents to 100. The responses obtained are distributed in the following manner.

Table 1: Response Collected from Survey Monkey

Category	Response Count	Response Percent
Students	82	82%
Staff	13	13%
Faculty	05	05%
Total	100	100%

A majority of the respondents 82% belong to the student category. The staff share was 13% and the faculty share was 05% of the total number of respondents. It is evident from the above table that the students are the most active participants for online surveys.

Table 2: How Often do You Take Print Outs?

Response Type	Response Count	Response Percentage
Frequently	20	20%
Once or twice in a week	28	28%
Once in a month	13	13%
Occasionally	39	39%

About 20% of the respondents said that they take printouts frequently, while 28% of the respondents maintained that they take printouts once or twice in a week. The people, who take printouts once in a month, constituted 13% of total respondents. A majority of the respondents (39%) said that they need the printouts only occasionally. What kind of documents do you print?

Assignments hold a major share (63.5%) in the total number of printouts that TISS community consumes. The Journal Articles (54.2%), Letters and Notes (36.5%), Project Reports (31.3%), Application forms (31.3%), E-mail Communications (13.5%) also contribute substantially to the total usage of printouts. Pictures and Diagrams (2.1%), Web Pages (3.1%), News Items (3.1%) are the less used documents for printing. The other documents like PPTs, CVs etc form 21% of the total print usage.

Journal Articles having 54.2% share in the total print usage of the TISS community showed that availability of documents in digital forms has not really reduced the usage of printouts. It is evident from the above statistics that most of the prints (Assignments, Letters and Notes, Project Reports, Application Forms) are being taken in order to fulfill the academic requirements of the institute. It validates a common belief that non-acceptance of documents in digital form by educational institutes is the biggest contributing factor for the increased use of paper in the campus.

Table 3: Types of Documents of Which Printouts are Taken

Response Type	Response Count	Response Percentage
Letters and Notes	35	36.5%
Journal Articles	52	54.2%
Assignments	61	63.5%
Project Reports	30	31.3%
Pictures and Diagrams	2	2.1%
Application Forms	30	31.3%
Web Pages	2	2.1%
News Items	3	3.1%
Email Communications	13	13.5%
Others like PPT etc	22	22%
	Answered questions	96
	Skipped questions	4

Please Indicate your Printing Preference

The survey revealed that 78% of the people prefer taking Double-Side Printouts while 22% still prefer printing on Single-Side. Investigating further as to why 28% of the people still prefer single-side printing, it is discovered that it is the institute's guidelines that require them to submit documents printed on single side paper.

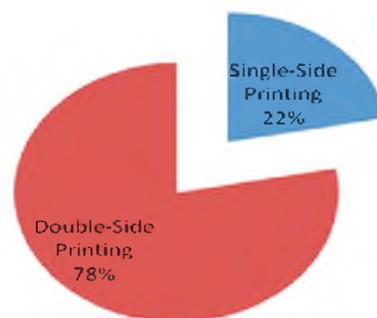


Figure 1: Printing Preferences

What do you do if the Printer doesn't execute your Print command at First?

It is apparent from the above facts that 79.2% of the respondents are well versed with the printing equipments and they know what to do when the printer doesn't execute the 'print command' at first. But, 20.8% of the people do not cancel the 'print-job' before giving fresh 'print command'. The reason for this may be due to their lack of knowledge about the printers. This situation demands a need to conduct some training sessions for such people to handle the printing machines.

Table 4: Execution of Print-Command

Response Type	Response Count	Response Percentage
I give the print command once again	20	20.8%
I cancel all "print -jobs" before giving any fresh print-command	76	79.2%
	Answered Questions	96
	Skipped Questions	4

How do you fix the Small Problems Associated with the Printer?

The study revealed that 28.6% respondents said that they would ensure the printer is properly connected, 42% of the respondents said that they would look for paper jams if any to fix the problem. But, the majority of the people said they would take the help of the technician to fix the problem with computer. The above question was asked in order to check their knowledge of printing machine. It's a good to note that half of the respondents knew the basic trouble shooting techniques required for an emergency. 78.6% of the respondents seek the technician's help to fix the small problems and it again stresses the requirement for a training a session for the people to handle the print equipments.

Table 5: Problems Associated With Printers

Response Type	Response Count	Response Percentage
I ensure that printer is properly connected to computer	28	28.6%
I check for paper jams if any	42	42.9%
I contact technician for the help	77	78.6%
	Answered Questions	98
	Skipped Questions	2

What do you do if you Notice a small Typing error after Printing a Document?

The above question was put to understand the TISS community's attitude towards the use of paper. It's surprising to know that 64.2% of the respondents would prefer to take fresh copy of the printout if they notice any small error in the printed document while 35.8% of the respondents said they would rectify the error with legible handwriting which in turn saves the considerable amount of paper.

Table 6: Error after Printing a Document

Response Type	Response Count	Percentage
I print another copy	61	64.2%
I make corrections with legible handwriting	34	35.8%
	Answered Questions	95
	Skipped Questions	5

It is pleasing to know that 80.2% of the respondents do not take the 'draft printouts' which would otherwise have added to the wastage of paper in the campus. It is believed that people often get 'screen blind' after looking at a document on the screen for a long time. This could be a reason for 19.8% of respondents favoring the draft printouts. But this can be overcome by using the zoom option available in the computer.

Table 7: Draft Print-Outs

Response	Response Count	Percentage
Yes	19	19.8%
No	77	80.2%
	Answered Questions	96
	Skipped Questions	4

'Recycled Paper' is very much available in the market. This paper is somewhat low in quality when compared with the first hand paper. But, the people can still use it for printing their less so important documents. The question intended to obtain the opinion of the TISS community about their willingness to use 'Recycled Paper' for printing. 72.9% of the people expressed their eagerness to use 'Recycled Paper' while 27.1% of respondents showed their reluctance. Some of these hesitant users might not be aware of the availability of such paper in the market while others might have rejected it for its poor quality.

Table 8: Preference for Recycled Paper

Response Type	Response Count	Response Percentage
Yes	70	72.9%
No	26	27.1%
	Answered Questions	96
	Skipped Questions	4

Suggestions and Recommendations

Based on the findings of the study, the following suggestions were made for an efficient use of printing paper in the institute.

For Users

- Print only when it is necessary and only what is needed
- Avoid printing Web Pages directly.
- Preferring digital documents over print versions.
- Editing documents directly on computer screen.
- Using Print Preview function before printing any document to avoid copy mistakes.
- Using small font size to reduce the number of pages printed.
- Keep Printers in good repair and buy printers that make reliable double sided copies.
- Use outdated Letterheads for in-house memos
- Use the blank sides of unneeded single sided copies for draft printing.
- Designate a printer for draft printing and keep one-side used paper in its tray.
- When printing PPTs, print Hand-outs, not Slides

For Authorities

- Encourage Online Submission of Course Assignments, Project Reports, Thesis etc
- Consider the E-mails as authentic source of communication for all official purposes.
- Conduct paperless meetings.
- Adopt a standard “Double-Side Print Policy”.
- Put-up “Save Paper” slogans at the work places.
- Adopt a policy to buy only “Recycled Paper”
- Conduct training programs on how to handle the printing machines.

Conclusion

Paper is considered as an important resource. But, the people are making an undue use of this precious resource without thinking much. Our study at Tata Institute of Social Sciences revealed that developing good IT skills can help people reduce the wastage of paper while printing. The study exposed the fact that non-acceptance of documents in digital form by educational institutes is the biggest contributing factor for the increased use of paper in the educational campuses. It is established from the findings of the study that availability of documents in digital form has not really reduced the usage of printouts. The suggestions made by the participants for an efficient use of paper indicate that the study was successful in creating awareness among them about the better use of paper. If the suggestions made based on the finding of this study are accepted and implemented by both the users and the concerned authorities, we can save paper and the environment in the educational campuses.

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